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To:	Examiner Isaac M. Woo	From:	Steven Fischman
Fax:	703-872-9306	Pages:	19 pages including cover sheet
Phone:		Date:	6/7/2004
Re:	U.S. Serial No. 09/778,378 Group Art Unit: 2172 Confirmation No: 6851 Docket No. YOR920000766US1 (14069)	CC:	

Attached hereto:


1. Certificate of Transmission By Facsimile
2. Amendment Transmittal Letter (in duplicate)
3. Amendment

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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)			Docket No.	
Applicant(s): Debra L. Biebesheimer, et al.			YOR920000766US1(14069)	
Serial No. 09/778,378	Filing Date February 7, 2001	Examiner Isaac M. Woo	Group Art Unit 2172	
Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS				
Confirmation No: 6851				
<p>I hereby certify that this <u>AMENDMENT</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-872-9306</u>)</p> <p>on <u>June 7, 2004</u> (Date)</p> <p style="text-align: center;"><u>Steven Fischman</u> (Typed or Printed Name of Person Signing Certificate)</p> <p style="text-align: center;"> (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p>				

P18/REV01

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. YOR920000766US1 (14069)	
Applicant(s): Debra Beibesheimer, et al.					
Serial No. 09/778,378	Filing Date February 7, 2001	Examiner Isaac M. Woo	Group Art Unit 2172		
Invention: CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS					
Confirmation No: 6851					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	27 -	27 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
 <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0510/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.					
 Signature			Dated: June 7, 2004		
Steven Fischman Registration No. 34,594 Correspondence Address Customer No. 23389			<div style="border: 1px solid black; padding: 5px;"><p>I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37C.F.R. 1.8 and is addressed to the for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</p><hr/><p style="text-align:center">Signature of Person Mailing Correspondence</p><hr/><p style="text-align:center">Typed or Printed Name of Person Mailing Correspondence</p></div>		
CC:					

P11LARGE/REV08